

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1548
ANSWERED ON:21.07.2014
MOBILE BANKING SERVICES
Dhruvanarayana Shri Rangaswamy

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Telecom Regulatory Authority of India has sought comments on use of Unstructured Supplementary Service Data based mobile banking services in the country;
- (b) if so, the details thereof; and
- (c) the time by which it is likely to be provided to the customers?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) & (b) After following a consultation process with the stakeholders, Telecom Regulatory Authority of India (TRAI) has issued the following directives with respect to Unstructured Supplementary Service Data (USSD) based Mobile Banking Services in the country:

(i) Through the Mobile Banking (Quality of Service) Regulations, 2012 dated 17.04.2012, it has been, inter-alia, mandated that every telecom service provider shall facilitate the banks to use USSD, Short Message Service (SMS) and Interactive Voice Response (IVR) to provide banking services to its customers and deliver the messages generated by the bank or the customer within a specified time frame.

(ii) Through the Telecommunication Tariff (Fifty Sixth Amendment) Order, 2013 dated 26.11.2013, a ceiling tariff of Rs. 1.50 per USSD session has been prescribed for outgoing USSD session for USSD- based mobile banking services. This Order has become effective from 01.01.2014.

(c) No date has yet been decided for commencement of service.